

# EPSON Product Support Bulletin

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Date:	April 2, 2007	Originator:	VS
PSB #:	PSB.2007.04.001	Authorization:	VS
Reference:	TI 06-0491 Rev.B	Total Pages:	2
Product(s):	Expression 10000XL/1640 XL/1680/1600/800/836 XL, Perfection 3490/3590/4490/V700/V750/V100/V350/1240U/1250/1260/1640/1650/1660/1670/2400/2480/2580/3170/3200/4180/4870/4990/640U/1200U/610, GT-2500/15000/30000 series scanners		
Subject:	Scanning Application Force Quits on Mac OS 10.4		

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This bulletin was created to inform you of an error that may occur when opening a TWAIN-compliant scanning application on a Macintosh computer running OS 10.4.

## **Description of Problem:**

When launching a Twain-compliant scanning application after deleting your Epson Scan driver with an Epson Scan uninstaller not compatible with your scanner model, the application will force quit during start-up. For example, using a Perfection 4490 driver uninstaller to delete a Perfection 3490 driver will cause your scanning application to suddenly close during start-up. This issue affects the following TWAIN-compliant applications:

EPSON Creativity Suite	When pressing the Scan button, the Scan Assistant force quits
Copy Utility	Force quits during start-up
Photo Impression	Force quits during start-up
Photoshop Elements	Force quits during start-up
Photoshop	Force quits during start-up
Photoshop CS2	Force quits during start-up

This issue can also occur under the following conditions:

- 1) Dragging the Epson Scan folder (located in the Applications folder) to the Trash can
- 2) Upgrading your scanner and using the Epson Scan driver from the new scanner to delete the driver from the older scanner, and then installing the new driver

## **Operating Systems Affected:**

Mac OS 10.4 to 10.4.9

## **Affected Epson Scan Driver Versions:**

2.70A or later

### **Correct Procedure for Deleting Epson Scan Driver:**

- Use the driver specifically written for your scanner model to uninstall the Epson Scan driver.
- If you have more than one Epson scanner model on your computer, use the driver specifically written for each scanner to uninstall its respective device driver.
- If upgrading from a Power PC-based Epson Scan driver to a Universal Binary driver, first delete the Power PC driver using only the Power PC driver for your scanner model. Then install the Universal Binary driver.

If the above procedure does not resolve the problem, then manually verify that the Epson Scan files and folders, listed below, have been deleted.

- EPSON Scan (in Applications Folder)
- EPSON\*\*\*\*\*.ds (\*\*\*\*\* = scanner model)---located in the Library / Image Capture / TWAIN Data Sources folder

# EPSON Product Support Bulletin

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Date:	9/16/2002	Originator:	VWS/JD
PSB #:	PSB.2002.09.004	Authorization:	<i>[Signature]</i>
Reference:	TE02-073 Rev. A	Total Pages:	1
Product(s):	Expression 800/1600/1680/836XL/1640XL & GT-10000/10000+ scanners		
Subject:	Release of Twain Pro Driver 2.10A, Rev. C for Windows XP		

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This bulletin was created to provide information on the newest revision to Twain Pro driver 2.10A for Windows XP.

## **Description of Change:**

Twain Pro 2.10A, Rev. C provides users logged in as a "Limited User" with sufficient rights to launch the Twain Pro driver, acquire images from within a scanning application and to save scanned images to the hard drive.

## **Reason:**

On previous versions of Twain Pro for XP, the user is still required to log in with Administrator rights in order to have sufficient access privileges to use the scanner driver.

## **Installation:**

- 1) Log in to your computer as an Administrator or as a user with Administrator rights.
- 2) Use Twain Pro Uninstaller (available as a download from the Epson web site) to remove currently installed Twain Pro drivers. Read the instructions included with the Uninstaller before running the utility.
- 3) Download Twain Pro 2.10, Rev. C (listed as epon10403.exe on the Epson web site). Double-click on epon10403.exe to extract the files.
- 4) Turn on and connect scanner to your computer. If you are using a SCSI cable, reboot your computer.
- 5) When Windows detects the scanner, you will see the New Hardware Found Wizard screen. Follow the on-screen instructions to complete the driver installation. \*

\* **Important:** When you see the Hardware Warning dialog, click Continue Anyway.

**Note:** Administrator rights are needed only for installing and removing the scanner and Twain Pro driver.

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	3/4/2002	<b>Originator:</b>	JD
<b>PSB #:</b>	PSB.2002.03.001	<b>Authorization:</b>	Kps
<b>Reference:</b>	TE01-320 Rev. A	<b>Total Pages:</b>	2
<b>Product(s):</b>	Perfection 610, 636, 640, 1200, 1240, 1250, 1640, 1650, 2450 & Expression 636, 800, 836XL, 1600, 1640XL, 1680 Series Scanners; StylusScan 2000, 2500		
<b>Subject:</b>	Compatibility Chart for Macintosh OS X Classic		

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This bulletin provides information on compatibility for EPSON scanners and Stylus Scan series products running in Macintosh OS X Classic. Mac OS X provides Classic environment for Mac OS 9.x compatible applications and device drivers. For purposes of this document, your Macintosh computer requires OS 9.2.1 and 10.1 system software. To set up Classic, follow the steps below:

1. First install or upgrade your Macintosh system to OS 9.2.1. Then, install OS 10.1 (for details refer to Apple's OS X documentation).
2. To start Classic, click the **Classic** icon in System Preferences. To find *System Preferences* go to the **Apple Menu** or click on the icon in the **Dock** bar on the desktop. Classic can also be set up to start automatically during the log in process. (Refer to your Apple documentation for installation and operation of Macintosh OS X Classic and 9.2.1).
3. To run a Classic application, just double-click on it.

## The following Epson models are supported in Classic.

Model	Driver Version	Connector Type
Perfection 610	TWAIN L 1.00E	USB
Perfection 636U	TWAIN 3.20A	USB
Perfection 640U	TWAIN L 2.01A	USB
Perfection 1200U	TWAIN 4.01A	USB
Perfection 1240U	TWAIN 5.02A	USB
Perfection 1250	TWAIN 5.53A	USB
Perfection 1640SU	TWAIN 5.02A	USB
Perfection 1650	TWAIN 5.53A	USB
Perfection 2450	TWAIN 5.53A	USB
Expression 1600	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Expression 1640XL	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Expression 1680	TWAIN Pro 2.10A/Pro Network 2.00A *	USB
Stylus Scan 2000	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Stylus Scan 2500	TWAIN (v.1.10A); Printer (v.6.25E) **	USB

### \* Expression Series Scanner Notes:

1. Start your computer in 9.2.1 before you install PageManager. If the Start button does not work, restart the computer.
2. In order to use the Twain Pro network driver, you must have the scanner attached to a PC running Scan Server. On a PC, the scanner can use a USB, SCSI or FireWire (Windows 2000, Me, XP only) connection.

### \*\* Stylus Scan Notes:

You must install Smart Panel from its own folder. Start your computer in 9.2.1. From the Software CD open the Smart Panel folder. Click on the Epson Smart Panel Installer icon to install. Before you can launch Smart Panel you must install the Stylus Scan Updater. The file can be downloaded from the Epson web site.


**Important Note: MAC OS X Classic supports USB-native and network-capable devices. Classic does not support MAC Serial, SCSI or FireWire connected devices. Therefore, the Expression 636, 800 and 836XL that all require a SCSI connection, are not supported in Classic.**

## **Twain Driver Installation:**

- 1. Start your computer in 9.2.1.**
- 2. Install the Twain driver.**
- 3. Connect and power on the scanner.**
- 4. Restart your computer in OS 10.1**
- 5. Start Classic**
- 6. Launch your scanning application**

# EPSON PRODUCT SUPPORT BULLETIN

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<b>Date:</b>	05/29/01	<b>Originator:</b>	LHD/DA
<b>PSB #:</b>	PSB.2001.08.006	<b>Authorization:</b>	
<b>Reference:</b>	TE00-117 Rev.C	<b>Total Pages:</b>	2
<b>Product(s):</b>	Stylus Pro 9000 / 7000, Stylus COLOR 900, Expression 1640XL / 836XL / 1600, Stylus RIP		
<b>Subject:</b>	Incompatibility with FireWire 2.1 File and OS 9.0.1 or Later		

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This bulletin was created to inform you of an incompatibility with the FireWire 2.1 extensions and Mac OS 9.0.1 or later.

## **Problem:**

- When the FireWire extensions (FireWire Enabler ver. 2.1 and FireWire Support ver. 2.1) are installed in a PowerPC based Mac (PCI-Bus model) without built in FireWire support running OS 9.0.1 or later, the following system error occurs after restarting the system:

<p>Sorry, a system error occurred. Illegal instruction To temporarily turn off extensions, restart and hold down the shift key</p>
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## **Effected Products:**

Ink-Jet Printers:

Model Name	Driver Version
Stylus Pro 9000	Rev. 6.3aE
Stylus Pro 7000	Rev. 6.3aE
Stylus Color 900	Rev. 6.3aE
Epson Stylus Driver Updater *1	Rev. 1.0aE / 1.1aE

Scanner:

Model Name	Driver Version
Expression 1640XL	Rev. 1.7aE
Expression 836XL	Rev. 1.7aE
Expression 1600	Rev. 1.7aE

Stylus RIP:

Model Name	Driver Version
Stylus RIP	Vol. 1.4

## **Action Required:**

*Please follow the procedure below in order to delete the FireWire files from the system:*

1. Insert the Mac OS bootable CD in your CD ROM drive
2. Reboot the system while holding down the C key on the Keyboard
3. After the system is rebooted trash the FireWire Enabler and the FireWire Support files from the Extensions Folder
4. Restart the system normally

**NOTE:**

*The FireWire CD will contain the updated version of the extensions listed above by the end of July 2000.*

# EPSON PRODUCT SUPPORT BULLETIN

Date: 9/07/2001

PSB No.: 2001.08.002

Reference: TE01-045 Rev. B

Originator: TC & JD

Authorization: *JH*

Affected Product(s): EPSON Imaging Products (Scanners, Digital Cameras, and Stylus Scan Devices)

Subject: Compatibility Chart for Macintosh OS X Classic

This bulletin provides information on compatibility for EPSON Scanners, Digital Cameras, and Stylus Scan Series devices running in Macintosh OS X Classic mode. Mac OS X provides the Classic environment mode for Mac OS 9 compatible applications and device drivers. Classic mode will require Mac OS 9.1 system software. To setup Classic mode follow the steps below:

1. First install or upgrade your Macintosh system to OS 9.1 before installing OS X (for details refer to Apple's OS X documentation).
2. To start in Classic mode, click the *Classic* icon in System Preferences. To find *System Preferences* go to the *Apple Menu* or click on the icon in the *Dock* bar on the desktop. Classic mode can also be set up to start automatically during the log in process. (Refer to your Apple documentation for installation and operation of Macintosh OS X Classic and 9.1).
3. To run a Classic application, just double-click on it or a document created with the application.

## A) The following Epson models are supported in OS X Classic mode via USB.

Model	Driver Version	Connector Type
Perfection 610	TWAIN L 1.00E	USB
Perfection 636U	TWAIN 3.20A	USB
Perfection 640U	TWAIN L 2.01A	USB
Perfection 1200U	TWAIN 4.01A	USB
Perfection 1240U	TWAIN 5.00A	USB
Perfection 1640SU	TWAIN 5.00A	USB
Expression 1600	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1640XL	TWAIN Pro/Pro Network 2.00A *	USB
Expression 1680	TWAIN Pro/Pro Network 2.00A *	USB
Stylus Scan 2000	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Stylus Scan 2500	TWAIN (v.1.10A); Printer (v.6.25E) **	USB
Photo PC 800/850Z/3000Z	EPSON Photo!3 (v.1.40E) ***	USB
Photo PC 3100Z	USB Storage Device ****	USB

**Note: MAC OS X Classic mode supports USB-native and network-capable devices. Classic mode does not support MAC Serial, SCSI or FireWire connected devices.**

### \* Expression Series Scanner Notes:

1. When installing the TWAIN driver and you are prompted to restart your computer, click Quit instead.
2. Click Stop to close the Classic environment. Close the System Preferences folder. Then restart the computer.
3. If you install PageManager v 2.40.05 for the Expression series scanners and the Start button does not work, restart the computer.

**\*\* Stylus Scan Notes:**

1. You must install the Stylus Scan drivers in a true 9.1 environment. Do not install in OS X Classic, the installation will hang. From the Printing and Scanning Software CD, open the Epson Stylus Scan 2xxx folder and click on the icon to install the drivers. When prompted, restart the computer. Make sure the startup disk is set to OS X before restarting. Start Classic and install Smart Panel.
2. You must install Smart Panel from its own folder. From the Software CD open the Smart Panel folder. Click on the Epson Smart Panel Installer icon to install. Before you can launch Smart Panel you must install the Stylus Scan Updater. The file can be downloaded from the Epson web site.

**\*\*\* Digital Camera Notes:**

1. EPSON Photo! 3 must be installed in a true Mac OS 9.1 environment. It cannot be installed in Mac OS X Classic mode. After installation, restart the computer in OS X, start Classic, then launch Photo! 3.
2. Use the EPSON *Camera Monitor Setup* dialog box in *Apple Menu Items* to assign an application before using the programmable *Push (Shutter) Button Function*.
3. You can use the *Push Button Function* in Classic mode.

**\*\*\*\*Photo PC 3100Z Notes:**

1. This camera is supported by Mac OS X native mode using the embedded Image Capture application.

**B) The following models are not supported in OS X Classic when using the connector type(s) described in the chart below.**

<b>Model</b>	<b>Connector Type</b>
Perfection 636	SCSI
Perfection 1200	SCSI
Expression 636	SCSI
Expression 800	SCSI
Expression 1600	SCSI/FireWire
Expression 1640XL	SCSI/FireWire
Expression 1680	SCSI/FireWire
Expression 836XL	SCSI
GT-10000 (PC platform only)	SCSI
GT-10000+ (PC platform only)	SCSI
GT-30000 (PC platform only)	SCSI/FireWire
Photo PC 500	Serial
Photo PC 600	Serial
Photo PC 650	Serial
Photo PC 700	Serial
Photo PC 750Z	Serial

# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 05/21/99

**ECN No.:** PSB.1999.05.001

**Reference:** N/A

**Originator:** SA

**Authorization:** 

**Affected Product(s):** Expression 836XL, Expression 800 & Perfection 636

**Subject:** Blue G3 Compatibility with Epson Scanners

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This bulletin provides compatibility information with Epson scanners and new Blue G3 Macintosh computers. The Epson Expression 836XL, Expression 800 and Perfection 636 scanners are compatible with the new Blue G3 Macintosh computers when used with Adaptec 2906 and 2930CU SCSI controller cards.

## Expression 836XL

### Compatibility

1. The Expression 836XL scanner is compatible with the following Macintosh compliant Adaptec SCSI adapter Boards:

<u>Model Name</u>	<u>Availability</u>
AVA-2906	Retail Channel
AVE-2930CU	Built to Order with NEW Blue G3 - OEM only

2. The Expression 836XL scanner has been tested and found compatible with this configuration based on testing performed on the following MAC:

MAC G3/400 (Blue B3)  
MAC O/S 8.5.1  
MAC O/S ROM 1.2.

3. To acquire images with the Epson TWAIN Pro driver, version 1.52A must be used. This driver is available on Epson's WEB site. The file name is TPM152A.SEA.hqx.
4. To scan with the FULL version LaserSoft Plug-in driver, use version 3.8.0 for the Expression 836XL scanner. This Plug-in driver is located on the SilverFast LaserSoft CD, which is part of the software bundle for the above listed scanner.

### Driver, Application and Device Functionality

1. The base unit: Reflective scanning is functional as tested on those applications bundled with the product.
2. A.D.F and T.P.U: These devices are functional as tested on those applications bundled with the scanner.

## Expression 800

### Compatibility

1. The Expression 800 scanner is compatible with the following Macintosh compliant Adaptec SCSI adapter Boards:

<u>Model Name</u>	<u>Availability</u>
AVA-2906	Retail Channel
AVE-2930CU	Built to Order with NEW Power MAC G3 - OEM only

2. The Expression 800 scanners have been tested and found compatible with this configuration based on testing performed on the following MAC:

MAC G3/400 (Blue G3)  
MAC O/S 8.5.1  
MAC O/S ROM 1.2.

3. To acquire images with the Epson TWAIN Pro driver, version 1.52A must be used. This driver is available on Epson's WEB site. The file name is TPM152A.SEA.hqx. To scan with the LaserSoft TWAIN driver, use version 3.9.0 Lite (Expression 800 ONLY), which can be found on the Installation CD pack.
4. To scan with the FULL version LaserSoft Plug-in driver, use version 4.1.4 for the Expression 800 ARTIST and PROFESSIONAL model ONLY. This Plug-in driver is located on the SilverFast LaserSoft CD, which is part of the software bundle for the above listed scanner.

### Driver, Application and Device Functionality

1. The base unit: Reflective scanning is functional as tested on those applications bundled with the product.
2. A.D.F and T.P.U: These devices are functional as tested on those applications bundled with the scanner.

## Perfection 636

### Compatibility

1. The Perfection 636 scanner is compatible with the following Macintosh compliant Adaptec SCSI adapter Boards:

<u>Model Name</u>	<u>Availability</u>
AVA-2906	Retail Channel
AVE-2930CU	Built to Order with NEW Power MAC G3 - OEM only

2. The Perfection 636 scanner has been tested and found compatible with this configuration based on testing performed on the following MAC:

MAC G3/400 (Blue G3)

MAC O/S 8.5.1

MAC O/S ROM 1.2.

3. To acquire images with the Epson TWAIN driver, version 3.10A must be used. This driver is available on Epson's WEB site. The file name is EPTWN310.SEA.hqx. To scan with the LaserSoft TWAIN driver, use version 3.9.0, which can be found on the Installation CD pack.

#### **Driver, Application and Device Functionality**

1. The base unit: Reflective scanning is functional as tested on those applications bundled with the product.
2. A.D.F and T.P.U: These devices are functional as tested on those applications bundled with the scanner.
3. The PUSH BUTTON feature **is** compatible with the Adaptec 2930CU SCSI card configuration. The PUSH BUTTON feature **cannot** be used with Adaptec 2906 SCSI card configuration.
4. The LaserSoft Silverfast demo plug-in v3.8.4 (included on CD pack) is functional as tested with Photoshop 5.0. The plug-in can be used with the T.P.U. It also works with Apple's ColorSync v2.5. Technical support questions on this driver should be forwarded to LaserSoft as Epson does not support this Silverfast plug-in.

# EPSON PRODUCT SUPPORT BULLETIN

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**Date:** 09/21/98

**ECN No.:** PSB.1998.09.001

**Reference:** N/A

**Originator:** SA

**Authorization:** *Kaa*

**Affected Product(s):** Expression 836XL ADF (Automatic Document Feeder)

**Subject:** Expression 836XL ADF Troubleshooting Tips

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This bulletin provides Q&A format troubleshooting tips and information for the EPSON Expression 836XL scanner ADF software application bundle, when these applications are utilized with EPSON Twain Pro scanner utility program. The ADF software application bundle consists of the following software packages:

Adobe Acrobat 3.01 (Windows version only)

Adobe Acrobat Capture 2.01 (Windows version only)

## Questions and Answers

Q1. How do I get the correct page size dimensions (e.g., 8.5x11 page size) when performing a scan using the ADF from the EPSON TWAIN PRO scanner utility program?

A1. From the EPSON TWAIN PRO scanner utility program UI screen, perform a PREVIEW scan by loading a correct size (e.g., 8.5x11 page) blank page into the feeder before scanning. For best results add a correct page size blank sheet of paper at the bottom of the stack, then perform a PREVIEW scan followed by the scan process.

Q2. How do I prevent reverse page layout order when scanning multiple double-sided pages using Acrobat Capture? What options can be selected during the scan process to get all of the scanned pages in consecutive order?

A2. From Adobe Acrobat Capture's SCAN screen, set the START SCANNING AT option to BACKSIDE and specify OF SHEET NUMBER as number of sheets x 2 (for example, when scanning 3 double sides pages enter 6 for the number of sheets to be scanned). This will scan and reorder all scanned pages in consecutive order.

Q3. In what orientation should paper be loaded into the ADF?

A3. Always use portrait orientation document face up when loading paper into the ADF.

Q4. When scanning from Acrobat Capture 2.01, after the first page (both sides) is scanned, the application errors out with the following error "An internal error has occurred, operation stopped". What is the cause of this error message and how can it be corrected?

A4. EPSON TWAIN PRO has encountered a resolution for the specified page size that is not supported by Adobe Capture 2.01 application. To correct this problem for all available listed page sizes, set the OCR scan resolution in EPSON TWAIN PRO to as follows:

<u>Page Size</u>	<u>Resolution Settings</u>
Letter Size Page (8.5x11)	240dpi and above
Legal Size Page (8.5x14)	240dpi and above
Tabloid Size Page (11x17)	200dpi, 240dpi, 266DPI and 350dpi and above

Q5. Adobe Acrobat Exchange (part of the Adobe Acrobat 3.01 package) allows a SCAN option. Can this option be used for scanning with the EPSON Expression 836XL scanner and ADF?

A5. Use Adobe Acrobat Capture for all scanning needs. This application is specifically designed to support duplex scanning and larger tabloid size paper. The SCAN option from Adobe Exchange can be used for simplex and flatbed scanning only by using the Acrobat 3.01 embedded ISIS (ver 1.61) driver.

Q6. Can the EPSON TWAIN PRO scanner utility program be used with Adobe Exchange for scanning?

A6. The 16-bit TWAIN PRO driver can be used with Adobe Exchange, but it only offers limited 16-bit features. The EPSON TWAIN PRO 32-bit driver is not compatible with Adobe Exchange. Do not use this driver at any time. If accessed, it will result in freezing the computer system. If this occurs use CLOSE PROGRAM – END TASK option to end Adobe Exchange, followed by a proper SHUT DOWN process from the START menu.